



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Montrose Mutual Telephone Company**  
**for quarter ending September 30, 2015**

| Performance Data   | July    | August  | September | Quarterly Average |
|--|---------|---------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]       | 6.73    | 5.93    | 5.72      | 6.13              |
| B. Operator Answer Time - Information [730.510(a)(1)]                  | 6.73    | 5.93    | 5.72      | 6.13              |
| C. Repair Office Answer Time [730.510(b)(1)]                           | 6.40    | 6.80    | 6.71      | 6.64              |
| D. Business or Customer Service Answer Time [730.510(b)(1)]            | 6.40    | 6.80    | 6.71      | 6.64              |
| E. Percent of Service Installations [730.540(a)]                       | 100.00% | 100.00% | 100.00%   | 100.00%           |
| F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)] | 100.00% | 100.00% | 100.00%   | 100.00%           |
| G. Trouble Reports per 100 Access Lines [ 730.545(a)]                  | 1.31    | 1.38    | 2.31      | 1.67              |
| H. Percent Repeat Trouble Reports [730.545(c)]                         | 6.10%   | 6.10%   | 9.97%     | 7.39%             |
| I. Percent of Installation Trouble Reports [730.545(f)]                | 0.00%   | 0.00%   | 0.00%     | 0.00%             |
| J. Missed Repair Appointments [730.545(h)]                             | 0       | 0       | 0         | 0                 |
| K. Missed Installation Appointments [730.540(d)]                       | 0       | 0       | 0         | 0                 |

**Comments**



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